



Memorandum

To: Provost and Chief Academic Officers

From: Paula Compton, Associate Vice Chancellor

Date: January 3, 2020

Subject: Institutional Student Appeals

Background

Senate Bill 268 and Amended Substitute House Bill 111 directed the Ohio Department of Higher Education (ODHE) to develop and implement a statewide Articulation and Transfer Policy. The course appeals process is described throughout the Ohio Articulation and Transfer Network (OATN) policy manual to provide guidance to students, as well as institutions on processes. Key areas of importance include:

- A multi-level, broad-based appeal process shall be publicized and in place at each institution. When notifying a student of the results of the official transcript evaluation of his/her transfer and articulated credits, the receiving institution shall provide the student with a written statement of transfer and articulated credit applicability. At the same time, the institution must inform the student of the institution's appeals process, should he/she wish to contest the evaluation. A student disagreeing with the application of transfer and articulated credit by the receiving institution must file his/her appeal in writing within ninety (90) days of receipt of the statement of transfer and articulated credit applicability. The institution shall respond to the appeal within thirty (30) days of receipt of the appeal at each appeal level.
- Students are encouraged to seek information and advice from both the sending and receiving institutions and to know appeal process procedures regarding transfer course decisions made by receiving institutions.
- Students may appeal decisions made by institutions regarding the acceptance and application of credit through a multi-level campus appeals process, about which each institution is required to notify students. Effective January 1, 2015, all public institutions of higher education shall also establish an appeals procedure for students who are veterans or service members for resolving disputes regarding the awarding of college credit for military training, experience, and coursework

Facilitating Transfer

In recent efforts to better facilitate transfer, it was found that students and faculty may be unaware of transfer initiatives or have experienced difficulty with credit acceptance. Therefore to eliminate transfer issues, more recently at the fall OATN Oversight Board meeting it was recommended by the board that

further emphasis on the appeals process for transfer credit is required. A two-pronged approach has been proposed by the Oversight Board that will identify transfer issues, this includes:

1. Inclusion of an institutional point person and their contact information for student appeals to be included on transfer evaluation forms or within admissions information.
2. Each semester institutions will conduct a self-evaluation or audit on their curriculum and transfer information utilizing and reviewing student appeals.

Upon review, institutions will report appeal issues to the Ohio Department of Higher Education, Ohio Articulation and Transfer Network through survey distribution. This two-pronged approach will allow the OATN to identify where problems lie and to continue improving student transfer efforts.

What we need from you

Please begin arrangements to identify institutional point person(s), as well as begin work to include contact information for transfer course appeals on evaluation forms or admissions information. An appeals review survey will be sent to each institution at the end of each semester (3 times a year). Once received institutions will input challenges identified through the appeals process. The first appeals survey will be disbursed in May 2020. Attached you will find a sample of what the survey will look like as reference.

To better assist institutions with end of semester survey summaries, an appeals reporting tracker has been created. This tracker is optional to use as you wish and acts as a resource tool only.

A webinar will be held on **Monday, January 27, 2020 from 1:00-2:00 p.m.** to provide training for institutional representatives completing the end of semester appeals survey and to answer questions about the request. You can access the webinar [here](#) or by phone at 415-655-0001 (access code: 642 833 180).

We sincerely appreciate your continued help and support as we work together to better serve the students of Ohio. Should you have any questions on the end of semester survey or tracker please contact Mitch Wilson, Director of Articulation and Transfer Technology Initiatives at 614.725.9538 or mwilson@highered.ohio.gov. Questions on policy can be directed to Jessi Spencer, Director of OATN Policy, Budget and Constituent Relations at 614.728.4706 or jspencer@highered.ohio.gov.

Attachments (3)